



LEWIS AND CLARK COUNTY

REQUEST FOR PROPOSALS

JOURNEY HOME
AND / OR
OUR PLACE DROP IN CENTER

PROPOSALS DUE:
January 31, 2020

PROJECT SCHEDULE

Request for Proposals Issued	December 29, 2019
Notice of Intent to Respond Due	January 10, 2020
Requests for Clarifications Due	January 10, 2020
Clarification Addenda Issued	January 17, 2020
Proposals Due	January 31, 2020
Proposal Evaluation / Scoring (on or about)	February 5, 2020
Interviews if needed (on or about)	February 7, 2020
Provider Selection / Contract Negotiations (on or about)	February 10, 2020

INTRODUCTION

Lewis and Clark County is soliciting responses from qualified organizations to operate the Journey Home Crisis Stabilization facility **AND/OR** Our Place Drop in Center. These services are a critical part of the behavioral health (mental illness and substance use disorders) and crisis response system for individuals living with behavioral health challenges in Lewis and Clark County.

The Journey Home is an adult crisis stabilization facility. Services at this facility include observation of symptoms and behavior; support or training for self-management of psychiatric symptoms; close supervision of the individual being served; monitoring behaviors after administration of medication during the stabilization period; psychotropic medication administered during the 72 hour period of crisis stabilization; and laboratory services necessary for evaluation and assessment during the 72 hour crisis stabilization period. A crisis stabilization plan is required to be developed for each individual admitted to the facility. Crisis stabilization services are reimbursable by select insurance plans including Medicaid and other state funding sources. The Journey Home must be operated by a licensed mental health center and maintain 24 hour awake staff per Montana Administrative Rule 37.106.1946.

Our Place is a peer-run, voluntary drop in facility that provides a safe place for individuals experiencing behavioral health issues to seek support, and participate in groups and other programming. Peers employed by Our Place Drop in Center must be certified per Administrative Rules of Montana Title 24, Chapter 219. Drop in center services are available to any individual experiencing a mental health or co-occurring substance use disorders free of charge. An individual's participation in peer-operated drop in center services is voluntary. A person can choose the amount and kind of program participation that fits his or her personal needs or preferences. Individual and program accommodations are offered to individuals and staff to achieve their goals. Key elements of drop in centers include:

- Outreach and engagement services;
- Collaboration with other community resources;
- Hours of accessibility that meet the needs of the identified population;
- Consumer-run and peer recovery services;
- Safety and boundary rules including special rules regarding substance use;
- Individualized needs identified and met including socialization, crisis mitigation, and improvement in quality of life (physical, spiritual, and emotional health);
- Involvement in social opportunities such as community groups, volunteer work, and recreation activities;
- Opportunity and involvement in being linked with individualized resources including housing, transportation, education, medication, mental health services, education, and jobs;
- Ensure participants' rights are protected; and
- Individual and program accommodations are offered to individuals and staff to achieve their goals.

This request for proposal allows respondents to apply for **EITHER** the Journey Home crisis stabilization facility **OR** Our Place Drop in Center **OR BOTH**. In Attachment 1 Notice of Intent to Respond, indicate whether the agency will be applying for either or both of the outlined services. Note: It is not a requirement to apply for both. Respondents will be scored on responses provided for each service. Respondents that choose to apply for both services will not have an advantage over respondents that choose to apply for one of the services.

BACKGROUND

Lewis and Clark County owns the building Journey Home is located in and has partnered with behavioral health specialists to operate the crisis stabilization services since 2014. Western Montana Mental Health Center worked with the County to design the space to serve individuals experiencing a behavioral health crisis. The capacity of the Journey Home is eight total beds. In the past, six (6) of those eight (8) beds were used for voluntary direct and walk-in admits. Two (2) beds were reserved for secured, involuntary admits. Services provided by behavioral health professionals within the Journey Home are reimbursable by select insurance companies including Medicaid and other state funding sources. Historically, the Journey Home has worked closely with the Crisis Response Team (CRT), law enforcement, and emergency room staff for admissions. Walk-in admits are also accepted.

The building where Our Place Drop in Center is located is owned by Rocky Mountain Development Council. Lewis and Clark County has historically paid the rent for the building and financed the operations, including staffing. Lewis and Clark County is the current recipient of the \$60,000 Drop in Center grant from the Montana Department of Public Health and Human Services (MT-DPHHS) Addictive and Mental Disorder Division (AMDD). The grant is used for operations of Our Place Drop in Center and expires June 30, 2020. MT-DPHHS will be posting a new competitive Request for Proposal (RFP) early 2020 for another 2-year funding cycle to support drop in centers.

On December 11, 2019, a community conversation was held where consumers, family members, and service providers had an opportunity to provide feedback and recommendations. Through a Strengths, Weakness, Opportunities, and Threats exercise, attendees provided feedback on current services provided in the Journey Home and Our Place Drop in Center. Further, participants envisioned their ideal for these services which were documented in the form of recommendations. See Attachment 3 for the notes from this listening session. It is expected that respondents take this feedback and recommendations into consideration when responding to this RFP.

SCOPE OF SERVICES

All proposing organizations must have expertise in the field of behavioral health. Specifically, agencies applying to operate the Our Place Drop in Center must have experience with peer-run programming and supervising peer support specialists. Agencies applying to operate the Journey Home must have knowledge and experience providing crisis support services and be a licensed mental health center. Proposing organizations should demonstrate a minimum of five (5) years experience in providing peer-run **AND/OR** crisis services.

1. Journey Home
 - Recruit, hire, orient, train, and supervise staff to operate the Journey Home Crisis Stabilization facility per Montana Code Annotated and Administrative Rule requirements.

- Agency will comply with the requirements and expectations outlined in Montana Code Annotated 2019, Title 53: Social Services and Institutions, Chapter 21: Mentally Ill, Part 14: Crisis Stabilization Services.
https://leg.mt.gov/bills/mca/title_0530/chapter_0210/part_0140/sections_index.html
- Agency will comply with the requirements and expectations outlined in Montana Administrative Rule 37.106.1946: Mental Health Center: Inpatient Crisis Stabilization Program.
<http://mtrules.org/gateway/ruleno.asp?RN=37%2E106%2E1946>
- Agency will comply with the requirements and expectations outlined in Montana Administrative Rule 37.89.5: 72-Hour Presumptive Eligibility for Adult Crisis Stabilization Services.
<http://mtrules.org/gateway/Subchapterhome.asp?scn=37%2E89.5>
- Agency will comply with the requirements and expectations outlined in Montana Administrative Rule 37.89.1025: Contracts for payment of short-term inpatient treatment.
<http://mtrules.org/gateway/ruleno.asp?RN=37%2E89%2E1025>
- Agency will use client-centered, trauma-informed, and evidence-based practices.
- Agency representative will participate actively in the Behavioral Health Local Advisory Council in order to coordinate and collaborate with other behavioral health service providers in the community.
<https://www.lccountymt.gov/bocc/boards/behavioral-health-local-advisory-council.html>
- Agency will adopt and utilize the CONNECT Referral System to link consumers of the Journey Home to other needed social service providers as a part of their transition plan.
<https://connectmontana.org/>
- Agency will consider the utilization of Licensed Behavioral Health Peer Support Specialists as a part of the overall staffing considerations.

2. Our Place Drop In Center

- Maintain peer, consumer-driven operations and programming.
- Recruit, hire, orient, train, and supervise at least four (4) staff members: 1 Full-Time Employee (FTE) Manager, three (3) Part-Time peers support specialists (FTE).
- Agency will ensure peer support specialist receive ongoing support and training.
- Individualized needs are identified and met: socialization, crisis mitigation, improvement in quality of life (physical, spiritual, and emotional health) including, but not limited to:
 - Art therapy, arts and crafts
 - Drug and alcohol recovery classes
 - Illness management and recovery group or individual
 - Women's recovery group
 - Wellness recovery action planning
 - Wellness education in collaboration with St. Peter's Hospital Wellness and Leo Pocha Clinic
 - Pool tournaments
 - Volunteer Opportunities
 - Native American culture and practices study group in collaboration with Helena Indian Alliance
- Hours of accessibility: meet the needs of the identified population

- At least Wednesday – Saturday: 12:00 (noon) to 5:00pm
- Provide community and partner collaboration to support drop in center consumers.
- Safety and boundary rules: developed by peers for peers
 - Peer/member run monthly meetings
- Opportunity and involvement in being linked with individualized resources: housing, transportation, education, medication, mental health services, education, jobs, etc.
 - Case Management Services
- Participants’ rights are protected: compliance with the Americans with Disabilities Act (ADA), grievance process, etc.
- Goal Achievement: Individual and program accommodations are offered to participants and staff to achieve their goals.
- Provide volunteer opportunities.
- Contractor must provide timely and accurate reports of all activities, each quarter, in a format agreed upon by the County. Specific measures will include:
 - Participant: Individual demographics, referral sources, military status, corrections system involvement, co-occurring disorder status, crisis interventions and outcomes.
 - Drop in Center: Hours of Operation, number of users, risk management incidents, volunteer hours and number of placements, number of community partner education hours, outcomes from satisfaction surveys, activities offered.
- Agency will use client-centered, trauma-informed, and evidence-based practices.
- Agency representative participate actively in the Behavioral Health Local Advisory Council in order to coordinate and collaborate with other behavioral health service providers in the community.

<https://www.lccountymt.gov/bocc/boards/behavioral-health-local-advisory-council.html>
- Agency adopt and utilize the CONNECT Referral System to link consumers of Our Place Drop in Center to other needed social service providers.

<https://connectmontana.org/>
- Agency will maintain the Our Place Drop in Center Advisory Board with consumer representation to ensure services are meeting the needs of consumers, including but not limited to transportation to and from Our Place Drop in Center.

DELIVERABLES – JOURNEY HOME

Provide a monthly update to the Behavioral Health Local Advisory Council to include:

- Service utilization, staffing update, successes, challenges, opportunities, threats
- Outcomes from satisfaction survey (annually)

Comply with MCA and ARM as outlined above in the scope of services section.

Comply with reporting required for funding.

DELIVERABLES – OUR PLACE

Provide Lewis and Clark Public Health the following information for Our Place Drop in Center as required for the AMDD grant report on a quarterly basis:

Data collection:

- Participant: individual demographics, referral sources, military status, corrections system involvement, co-occurring disorder status, crisis interventions and outcomes.
- Our Place Drop in Center: hours of operation, number of users, risk management incidents, volunteer hours and # of placements, number of community partner education hours, outcomes from satisfaction survey, activities offered.

Provide a monthly update to the Behavioral Health Local Advisory Council to include:

- Service utilization, staffing update, activities offered, successes, challenges, opportunities, threats
- Outcomes from satisfaction survey (annually)

RFP REQUIREMENTS

Proposers shall submit one (1) unbound, original proposal with four (4) copies. Proposals should be limited to 16 double-sided pages for the Journey Home and 16 double-sided pages for Our Place Drop in Center, double-spaced, 12-point font, Times New Roman. The page limit does not include a cover sheet.

All proposals submitted in response to this solicitation must be received at Lewis and Clark Public Health, 1930 9th Ave., Helena, MT 59601 by **4:00 p.m. on January 31, 2020.**

Proposals for the Journey Home and Our Place Drop in Center must **EACH** contain the following information:

1. Executive Summary- Proposals should include a brief summary of overall qualifications and experience of the organization, as it pertains to the organization's ability to provide the services outlined in this RFP, including any aspects of the organization that would enable it to excel at the requested services and attributes that would provide value and added benefits to individuals living with behavioral health conditions and the community.

2. Technical Proposal/Work Plan- Proposals must include a detailed plan that addresses the requirements laid forth in the Scope of Services. Submitted proposals must address the organization's experience and methodology in addressing each of the components listed in the Scope of Services. Technical work plans should also include: time lines, organizational review, and any staffing or subcontractors working for the program.

3. Statement of Qualifications & Experience, Staffing Plan- Proposals should address the organization's qualifications and experience as it relates to providing the type of services specified in the Scope of Services. Proposals need to include the experience and qualifications of any person(s) that would be assigned a task under this agreement to include job descriptions and, if currently employed by Provider, resumes of existing staff. Provide an organizational chart for the service team, identifying the key personnel dedicated to this service. Proposals should include a job description for all employees working on program development and implementation under this agreement as well as identify team leaders and primary points of contact. Provide the qualifications and experience of any subcontractors that would have a role under this agreement. Proposers must also provide the number of years the organization has been in operation.

4. Fee Schedule- Provide an outline of how funds will be used and distributed for a one (1) year period.

Our Place Drop in Center: There is approximately \$34,000 left in the AMDD grant that expires June 30, 2020. These funds are allocated per grant contract for Our Place Drop in Center operations. Also, there is a balance of \$32,000 of donated funds to support Our Place Drop in Center with program supplies, furniture, etc. These donated funds must have Our Place Drop in Center Advisory Council approval prior to purchase. Lewis and Clark County will continue to pay rent to Rocky Mountain Development Council for the facility. Additionally, the County will contribute up to \$40,000 to support the operations of Our Place Drop in Center annually. In the budget template provided in Attachment 2 Budget Detail Form, outline annual expenses for a total amount up to \$160,000.

Journey Home: Lewis and Clark County will continue to provide the space for the Journey Home. The respondent must outline estimated annual operational expenses using Attachment 2 Budget Detail Form.

5. Matching Dollars - Include whether your organization will provide matching dollars and if so, define the proposed match.

6. References - Proposals must include at least three (3) public agency references and letters of support from community partners, highlighting organization's ability to work with other agencies toward a common goal.

7. Sustainability Plan – Lewis and Clark County is committed to sustaining these behavioral health services in the community; therefore, the County will continue to pay rent for both the Journey Home and Our Place Drop in Center. Further, the County will contribute \$40,000 per year to support Our Place Drop in Center operations. Include a sustainability plan that details how both the Journey Home and Our Place Drop in Center will be sustained long into the future.

Montana Department of Public Health and Human Services Addictive and Mental Disorder Division intends to post a Drop in Center Request for Proposal in early 2020. The county expects the new Our Place service contractor to apply for these state funds. The county agrees to assist the service contractor with the RFP application if needed.

ANNUAL REVIEW OF PERFORMANCE

Once contractors have been selected for Journey Home and Our Place Drop in Center services, the County will conduct an annual review of performance based on the deliverables outline above. With recommendation from the Behavioral Health Local Advisory Council (LAC), Lewis and Clark County will renew the facility rent agreement and \$40,000 support to Our Place Drop in Center annually.

EVALUATION AND SELECTION

Proposals shall be reviewed and evaluated by a selection committee. The selection committee reserves the right to conduct interviews of any or all proposing organizations, as it deems necessary.

Criteria	Maximum Points Possible
1. Responsiveness to the RFP – Proposals will be evaluated on the level of detail included in the response to all requests outlined in the solicitation.	20 Points
2. Methodology and Work Plan – Proposals outline a comprehensive plan that will fulfill the requirements listed in the Scope of Services. Budget is appropriate and reasonable.	40 Points
3. Overall Qualifications and Experience – Proposal provides a comprehensive outline of experience working in the field of behavioral health peer support services and/or crisis stabilization, highlighting the experience of key personnel staffing the program. Proposer has provided three (3) references attesting to their qualifications and to their ability to work with community partners.	20 Points
4. Overall experience working directly with individuals living with behavioral health conditions either in peer support services and/or crisis stabilization– Proposal provides a description of how the organization has done such.	20 Points

RFP CLARIFICATION

To ensure a fair and objective evaluation of all proposals, all questions regarding this RFP or other proposal documents shall be directed, in writing to the Point of Contact listed in the RFP. For the purpose of this RFP, email is the preferred form of communication. To be given consideration, requests for clarification must be received by the due date listed on the included Project Schedule. Questions will be documented, and an addendum will be issued with the responses. Such addendum will be emailed to all known RFP recipients. A copy will be posted to the Lewis and Clark County BIDS/RFP/RFQ/SOQ website no later than 5 p.m. on the date indicated on the Project Schedule. **Under no circumstance may a Proposing Organization contact any County staff or elected officials directly. All official communication with Proposers and questions regarding this RFP will be with the contact listed below:**

Drenda Niemann, Health Officer
Lewis and Clark Public Health
Lewis and Clark County
1930 9th Ave, Helena, MT 59601
(406) 457-8910
dniemann@lccountymt.gov

ACCEPTANCE and REJECTIONS

The County reserves the right to accept or reject any or all proposals in any manner deemed in the best interest of County residents. The County also reserves the right to reject any or all candidates as unqualified, including without limitation the right to reject any or all nonconforming, nonresponsive, unbalanced or conditional qualifications. The County also reserves the right to re-solicit, waive all informalities not involving price, time or changes in the work, and to negotiate contract terms with the apparent successful candidate.

The County is not responsible for costs incurred in preparation of this proposal. Proposals will not be returned and will become property of the County once submitted, which could be publicly shared. By submitting a proposal, candidates agree to the terms and conditions of the RFP and the RFP will become part of the successful candidate's contract. The County will submit a draft agreement to the selected candidate to be used on this project. The County will negotiate terms with the successful candidate prior to commencement of work.

Non-Discrimination

In accordance with federal and state laws, the respondent agrees not to discriminate against any client, employee, or applicant for employment or for services because of race, creed, color, national origin, sex, or age with regard to, but not limited to, the following: employment upgrading, demotion, or transfer; recruitment or recruitment advertising; lay-offs or terminations; rates of pay or other forms of compensation; selection for training; or rendition of services.

It is further understood that any vendor who is in violation of this clause shall be barred forthwith from receiving awards of any purchase from Lewis and Clark County unless a satisfactory showing is made that discriminatory practices have ceased, and the recurrence of such acts is unlikely.

Insurance Requirements

The vendor shall maintain for the duration of the contract, at its cost, general liability insurance from an insurance carrier licensed to do business in the State of Montana in accordance with the State of Montana's requirement of one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) per aggregate year. Vendor also agrees to maintain workers compensation insurance. Proof of general liability and workers compensation insurance shall be provided to the County prior to commencing work under this agreement. The County must be listed as additional insured on the general liability insurance certificate.

Submissions received after the Proposal Deadline as indicated in the project schedule will not be accepted.

ATTACHMENT 1
NOTICE OF INTENT TO RESPOND

_____ (Organization Name) received the
above solicitation.

We have reviewed the solicitation and we:

☐

Do

☐

Do not intend to provide a proposal.

We intend to provide a proposal for:

☐

Journey Home

☐

Our Place

☐

Both the Journey Home and
Our Place

Agency Name _____

Representative _____

Title _____

Mailing Address _____

Telephone _____

Fax _____

Email _____

Please return this **Notice of Intent to Respond** by 4:00 P.M. MST January 10, 2020 to:

Drenda Niemann, Health Officer
Lewis and Clark Public Health
Lewis and Clark County
1930 9th Ave, Helena, MT 59601
(406) 457-8910
dniemann@lccountymt.gov

(It is not mandatory that you return this Intent to Respond Form by the above date and time in order to submit a proposal. However, doing so will ensure that you receive any addendums and responses for clarification.)

ATTACHMENT 2

Program Budget Detail Form

ATTACHMENT 2

Program Budget Detail Form

Staffing Summary

Name	Title	Annual Budget	Notes
TOTAL FTE		0.000	
EXPENDITURES		FY 2021 Budget	Notes
PERSONNEL			
	Salary		
	Benefits		
TOTAL PERSONNEL		\$ -	
OPERATIONS			
	Utilities		
	Janitorial		
	Other facility		
	Computer / IT Support		
	Supplies		
	Travel		
	Training		
	Equipment		
	Recruitment		
	Other (provide explanation)		
TOTAL OPERATIONS		\$ -	
GRAND TOTAL EXPENDITURES		\$ -	

ATTACHMENT 3

Crisis Services Community Conversation NOTES from 12.11.19

Strengths, Weakness, Opportunities, Threats

OUR PLACE

Positives

- Great classes or groups
- Safe and comfortable place for persons with serious mental illness. Otherwise isolated at apartment, uncomfortable around public w/o serious mental illness. Visitors help each other
- Provides stabilization and socialize
- Front door for housing
- Positive social support
- Peer support went above and beyond
- Safe place to go in crisis
- A place to go-services
- Go getter-can do attitude
- Place to be identified and receive support
- Supportive attitude to encourage clients to grow and connect to needed resources
- Case management
- Peer groups
- Reducing isolation by providing place to socialize
- Open to collaborative work with the VA
- Keeps clients (many homeless) safe and connected during the day
- Good location
- Sanctuary
- Staff has a pulse on when a client is doing well or decompensating
- Computers: very popular
- Music group, piano parties
- It is recognized as important part of the mental health system in Helena

Negatives

- Need more staff-over worked
- Drugs-homeless hang out
- Consistency with county expectations
- Not enough hours
- Training
- More structured case management
- Clients sleeping and lack of structure
- Need more locations and services maybe in areas where low income housing is built
- Need better bus/transportation series
- Never going to survive without affordable housing component
- Client follow through of classes or groups
- Lack of case management
- Availability has changed
- Duplicating services and patients who start stop attending or coming
- Lack of long term/permanent funding
- Language used by clients in facility-especially when around others in recovery-stressful/triggering
- Lack of coordinated services
- Too much staff turn over

- Lack of case management
- No agency to run operations
- Services/programs not structured
- RMDC owned building-expensive rent
- Grant funded 1/3 of costs
- Strong leadership and program development needed to continue growth
- Underutilized and under capacity
- Lack of long term planning and perspective
- Lack of appropriate level of community supports
- No printers readily available-

Opportunities to Improve

- Need more staff
- Training and clarity of purpose
- Medicaid billing for peer support specialists-add therapist on site
- Housing navigators-was just starting
- LCPC there all the time-for assessment. What services do they have at Our Place?
- More structure to services
- More life skills teaching/class
- Consumer run center
- Better community integration
- More structure
- Community investment

Threats to improvement

- Does not feel safe-potential for harm
- Funding-lack of workforce
- Grant funding pays 1/3 of the cost
- Volume-lack of support
- Lack of community resources
- Computer system is woefully inadequate for med records

JOURNEY HOME

Positives

- ED beds
- Don't need to ER to be admitted
- Middle ground/transition
- Ease of admission and walk-in status
- Diversion from ER and jail for people in crisis
- Journey Home is a good place if no beds @ hospital
- CRT comes to Journey Home
- Direct access by clients/workers
- Walk-ins/direct admits
- Alternative to the hospital and state hospital
- Individuals in crisis have a safe place to go
- Community-based-not the hospital
- Partnerships needed
- Crisis response-quick stabilization
- Warm Springs diversion
- Services statewide
- Good assessment
- Coordinating care for follow up
- Huge resource+option for stabilization
- Safe place
- Positive environment
- Peer supports are employed who understand real life experience of crisis

- Good and flexible management

Negatives

- Lack of follow up
- Staffing restricted to the emergency department
- Inexperienced or insufficient staff
- Need a crisis line
- No after care plan
- Open to anyone but too small
- Under utilized
- 2 secure beds under used>>expensive, medically clearing
- Consistency with county expectations
- Need social detox
- Community education about services
- Limitation on who can be brought to Journey Home-(cannot be involuntary, violent, aggressive)
- Hard to get people admitted
- Fixed costs to operate (funding down)
- Space can be a factor for new intakes
- No wrap around connected to additional referrals connecting clients to a continuum of care (warm hand off)
- Connections to build opportunities such as employment, social supports (8 dimensions of wellness)
- Journey Staff lacked qualifications
- Not open to come and go
- Financially sustainable?
- System level-lack of long term funding plan
- Lack of staffing and providers

Opportunities to Improve

- Better follow-up/Extended care
- Enough beds? Add 23 hr crisis area
- More supportive living for substance abuse
- Change model? 23 hour?
- Build big strategic plan for crisis services
- Lack collaboration
- Get center for mental health or AWARE to take on the home
- Detox center
- Stabilization funding
- County building-fully utilize all beds
- CRT-Journey Blend
- Open to all who are in crisis
- More capacity for more people
- More capacity for 14 day diversion
- Create a system to provide all services-not piecemeal

Threats to improvement

- Safety of staff
- Size (not big enough)
- Volumes (ability to meet need in community)
- No agency to run operations
- Payment rates
- Unstable funding
- Unstable staffing
- Workforce shortage

Imagining the future of the Our Place and Journey Home

Overall Crisis Services <ul style="list-style-type: none"> • Wrap around support* • Primary care provider-integrated healthcare • Medication-psychiatric provider • Crisis services • Short term care and referral • Short and long term housing* • Need more funding • More psychiatric providers • Mental health courts***** • Assisted outpatient treatment* • Transitional housing* • Cooperation and collaboration within the “system” • Home health for mental illness • Peer services • All services! 	Our Place <ul style="list-style-type: none"> • Safe** • Accessible* • Long term funding/structure/sustainability/staff* • Structured environment-wrap around services • Resources: Linkages* • Awareness in the community* • We need a defined voice • Adequate staffing • Housing • Calendar/groups/programs/coffee hour AM/PM/ groups/structure • How to deal with multiple functions • Dedicated compassion • Loitering/drug use-no tolerance! • Hours?
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Developing and prioritizing recommendations

<p>Based on the ideal futures discussion, groups were asked to generate a priority list of service characteristics/requirements they would like to see for these services as they are provided/designed in Lewis and Clark County. Groups generated a list of ~10 recommendations to share with the larger group.</p>	
Overall Crisis System <ul style="list-style-type: none"> • Centralized hub (Empath Unit?)- physical + crisis line + 24 hour follow up***** • Wrap-around services-increasing communication between agencies***** • Increase capacities for recover locations, stable housing, behavioral facility and services***** • Expand and improve community-wide case management services and aftercare planning-with follow up w/in 48 hours by agency***** 	Overall Crisis System <ul style="list-style-type: none"> • Effective leadership**** • Public outreach* • Funding for evidence based practice*** • Maximize reimbursement from federal and private funders* • Listen to peers and families*** • Training for law enforcement, criminal justice system, others***** • Listen!! • Recruitment of mental health providers**** • Positive revision of mental health laws • Appropriate and effective case management (PACT)*
Overall Crisis System <ul style="list-style-type: none"> • All officers trained on CIT and trauma informed care***** • Universal screening for mental health and SUD**** • Adequate staff and effective trainings for CRT* • Criminal justice reform*** • Centralized referral system • One crisis line-in our community*** • Adequate housing inventory w/placement support** • Peer support services available to all providers** • Timely interventions for veterans in crisis • Emergency room services mindful of the time and support available in the ER* 	

<p>OUR PLACE</p> <ul style="list-style-type: none"> • Peer support run groups** • Language/harassment control • Participate without having to attend all programs* • Quiet room*** • Not necessarily tied to billing* • Expand hours*** • Bus route or van throughout town to bring shut ins to Our Place**** • Create/maintain our own transit system • Follow up consistently w/ policies and boundaries* • Rebrand Our Place system w/ new entities w/ peer's participation 	<p>JOURNEY HOME</p> <ul style="list-style-type: none"> • Consider sustainable models**** • Raise reimbursement to match/support necessary/healthy staffing** • Direct client access to services-possible revision of administrative rule • Work more closely w/existing providers to expedite meds/intake/etc-medical clearance • Stronger connection between behavioral health crisis services and long term services* • Housing first***** • Access to MHP for admission to state hospital as needed (1 down vote) • Work w/ state to address barriers to setting MHP cert. • Explore pathway to involuntary meds in the community • Explore 23 hr 59 minute crisis-look at our community/clients/data to assess various levels of crisis stabilization***** • More \$ spent on prevention to avoid crisis* • 10-20% of all \$ that goes to crisis is put into prevention and early intervention services*****
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